Host Team Member

Concierge team members come alongside our guests offering both friendship and assistance as they begin attending Reimage Church and seek to become involved. Through friendship, conversation, and prayer, help each guest “connect to church life.”

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| Department | Guest Services |
| Position | Host Team Member |
| Accountable To | Host Team Captain |
| Ministry Target | Guests |
| Position is | Volunteer |
| Position May be Filled By | Anyone |
| Minimum maturity Level | Stable |
| Length of Service Commitment | Six Months |

Anticipated Time Commitments

1. Doing Ministry: 2-4 hours a week (including weekend service), other work can be done from home.
2. Meetings/Training: When Scheduled (will last one hour).

Responsibilities/Duties

*Weekend Services*

1. Come each Sunday ready to meet guests. Concierge volunteers are placed on a rotating schedule to be in the three main lobbies before and after services. Be looking for people who "act new" as they enter. CAUTION: please be cautious to not get caught up in conversation with friends. We need you to be alert and watching for people who are new.
2. When you meet a guest, offer to sit by them during the service, visit with them over coffee, or to give them a tour of the building.
3. Introduce them to a variety of your friends, pastors, staff or elders.

*Weekly Communication*

1. Learn how to use Church Community Builder and become familiar with “process cues”
2. Each week, guest cards will be entered into the system by the Guest Services Director on Sunday and each Concierge Team Member will “accept” any guests with which they have come into contact for that week. On Monday, the GSD will assign the remaining guests.
3. After the service, meet with host team to send texts to Guests met and any new assigned guests.
4. Make an email **on Tuesday**. The email should be based on the template provided but not necessarily copy and pasted.
5. Follow them through the “assimilation” process in CCB, assisting them along the way and helping them plug into, 1. A reGroup, 2. A ministry area, and 3. Church Membership
6. A guest exits the “guest” process and becomes either inactive, member or attender when they "connect to church life," or when you face a dead-end.
7. Attend morning meeting at 9:15 AM on weeks where you are scheduled.

Information Center Guide

The Information Center Guides provide information on upcoming activities/events and work to engage people in them.

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| Department | Guest Services |
| Position | Information Center Guide |
| Accountable To | Information Center Captain |
| Ministry Target | Members/Attenders |
| Position is | Volunteer |
| Position May be Filled By | Anyone |
| Minimum maturity Level | Stable |
| Length of Service Commitment | Six Months |

Anticipated Time Commitments

1. Doing Ministry: 2-4 hours a week (including weekend service), other work can be done from home.
2. Meetings/Training: When Scheduled (will last one hour).

Responsibilities/Duties

*Weekend Services*

1. Attend morning meeting at 9:15 AM on weeks where you are scheduled.
2. Be in position at 9:30 AM to assist members/attenders/guests as they arrive and 10 minutes before the service ends to assist them as they leave.
3. Make a list/report of all information requested/given and prepare follow up sheet for the week.

*Weekly Communication*

1. Read the weekly update send each Tuesday prior to week serving, making sure you are clear on how to engage people in these events or processes.
2. Answer questions and take names for follow up throughout the week.
3. Forward contact information to staff/ministry directors as necessary.
4. Follow up with members/attenders by Thursday the following week to make sure they were able to sign up, register or generally get involved.

Parking Team Member

The parking team provides our first impression to guest as they experience Reimage Church for the first time and assists all attenders with a great parking experience.

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| Department | Guest Services |
| Position | Parking Team Member |
| Accountable To | Parking Team Captain |
| Ministry Target | All service and event attendees |
| Position is | Volunteer |
| Position May be Filled By | Anyone |
| Minimum maturity Level | Stable |
| Length of Service Commitment | Six Months |

Anticipated Time Commitments

1. Doing Ministry: 2-4 hours a week (including weekend service), other work can be done from home.
2. Meetings/Training: When Scheduled (will last one hour).

Responsibilities/Duties

*Weekend Services*

1. Attend morning meeting at 9:15 AM on weeks where you are scheduled.
2. Set up signs and cones in the parking lot as needed.
3. Be in position at 9:30 AM to assist members/attenders/guests as they arrive.
4. Bring a smile and create great first impressions.

Greeters

Greeters serve to make people feel welcome, wanted and loved. They are at the entrance doors and interior making sure everyone receives a personal welcome.

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| Department | Guest Services |
| Position | Greeter |
| Accountable To | Greeter Captain |
| Ministry Target | Members/Attenders |
| Position is | Volunteer |
| Position May be Filled By | Anyone |
| Minimum maturity Level | Stable |
| Length of Service Commitment | Six Months |

Anticipated Time Commitments

1. Doing Ministry: 2-4 hours a week (including weekend service), other work can be done from home.
2. Meetings/Training: When Scheduled (will last one hour).

Responsibilities/Duties

*Weekend Services*

1. Attend morning meeting at 9:15 AM on weeks where you are scheduled.
2. Be in position at 9:30 AM to welcome members/attenders/guests as they arrive and 10 minutes before the service ends to assist them as they leave.
3. Be prepared to answer general questions about the church and take names/information for follow up if the person cannot get information at the information centers.

Ushers

Greeters serve to make people feel welcome, wanted and loved. They oversee sections and execute the taking of our offering. Ushers also serve as first-line security.

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| Department | Guest Services |
| Position | Usher |
| Accountable To | Usher Captain |
| Ministry Target | Members/Attenders |
| Position is | Volunteer |
| Position May be Filled By | Anyone |
| Minimum maturity Level | Stable |
| Length of Service Commitment | Six Months |

Anticipated Time Commitments

1. Doing Ministry: 2-4 hours a week (including weekend service), other work can be done from home.
2. Meetings/Training: When Scheduled (will last one hour).

Responsibilities/Duties

*Weekend Services*

1. Attend morning meeting at 9:15 AM on weeks where you are scheduled.
2. Be in position at 9:30 AM to welcome members/attenders/guests as they arrive and 10 minutes before the service ends to assist them as they leave.
3. Be prepared to answer general questions about the church and take names/information for follow up if the person cannot get information at the information centers.
4. Aid in the setup/distribution of communion and collection of offering.